

2018 COMMUNITY BENEFIT PLAN



CHINESE HOSPITAL

Caring for the Community for the **NEXT** 100 years



1925 —→ 2018

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I. CHINESE HOSPITAL OVERVIEW

General Overview

Chinese Hospital is a unique healthcare provider within the City and County of San Francisco, having a long and rich history of providing access to culturally competent health care services to the Chinese Community. In 1900, the Tung Wah Dispensary opened in San Francisco's Chinatown, and by the early 1920s outgrown its space as other San Francisco providers continued to deny health care access for the local Chinese community.

With visionary acumen, fifteen community organizations established a non-profit public benefit corporation in 1923 - the Chinese Hospital Association. The fifteen founding members of the Board of Trustees raised funds for construction of a new facility at 835 Jackson Street, and in October 1925 celebrated the grand opening of the first Chinese Hospital.

In the mid-1970s Chinese Hospital required a brand new facility. Once again the Board of Trustees conducted extensive fund raising and received Hill Burton funding for construction of the current hospital facility that opened in September 1979 at 845 Jackson Street, next door to the original Chinese Hospital, and maintaining a licensed bed capacity of 54 beds.

Chinese Hospital opened an eight-story new tower in October 2016. This will enable Chinese Hospital to better serve the needs of the community. Licensed beds increased to 65 beds. New services include an Magnetic Resonance Imaging Scanner (MRI); an expanded standby Emergency Department; 4 – bed Outpatient Observation Unit; a Support Health Services clinic (which supports the community physicians and their patients by providing health educational needs); expanded and new outpatient Pharmacy; expanded Cardio-Pulmonary Unit (new body box for pulmonary functions testing, two new tread mills for stress tests); 3rd and 4th floor Medical and Surgical Units with private rooms; Surgery Department expanded from 2 – Operating Rooms to 4- new and state of the art ORs; new Intensive Care Units expanded to 6-private rooms with new state of the art equipment for monitoring patients; and new state of the art Telemetry Unit, with 12 beds.

An Integrated Delivery System

In the mid-1980s, managed care programs surfaced in the San Francisco Bay Area. Through a collaborative program with Blue Shield of California, Chinese Hospital and its physician partner organization (Chinese Community Health Care Association) created Chinese Community Health Plan (CCHP). In 1987, Blue Shield transferred the health plan to the ownership of Chinese Hospital, which received its own Knox-Keene license from the State of California Department of Corporations. Chinese Community Health Plan provides low-cost commercial insurance products for individual and employer groups, most of which represent small Asian businesses. Our fully integrated healthcare delivery system also serves managed care Medicare and Medi-Cal enrollees

in the community. In 2009, CCHP expanded its coverage to Northern San Mateo County.

Chinese Hospital and its physician partners, Jade Healthcare Medical Group, Chinese Community Health Care Association (CCHCA), serve Medicare, Medi-Cal and commercial enrollees. Chinese Hospital Association also partners with Blue Cross, Blue Shield, Aetna, San Francisco Health Plan, Healthy Kids San Francisco, United Healthcare, HealthNet and CCHP.

The Jade Healthcare Medical Group is a for-profit physicians' independent practice association (IPA), organized in 2016 with the mission to improve the health of our community by delivering high-quality, affordable healthcare through culturally competent and linguistically appropriate services.

In 1989, the three associations – Chinese Hospital, the Chinese Community Health Care Association (CCHCA), and Chinese Community Health Plan (CCHP) – established of the Chinese Community Health Resource Center (CCHRC), a non-profit community center with the mission to build a healthy community through culturally and linguistically competent preventive health, disease management, and research programs. CCHRC has maintained a health resource library (www.cchrchealth.org). Chinese Hospital continues to support CCHRC annually and providing in-kind support services to CCHRC on human resource, housekeeping, engineering, financing and IT.

To increase healthcare access for the expanding Chinese population in the western part of San Francisco, Chinese Hospital and Chinese Community Health Care Association created the Sunset Health Services Community Clinic in 1997. The community clinic, staffed by physicians specialized in General Medicine, Internal Medicine, Women's Health, Cardiology, Podiatry, Gastroenterology and Oncology, provides a wide range of culturally competent health care services such as primary care with subspecialties: preventive care services, women's health services, health education, and laboratory services. The clinic is also staffed with nurse practitioners, acupuncturists and other clinical personnel who speak Mandarin, Cantonese, Tagalog and English. Chinese Hospital will continue to bring culturally competent healthcare to the Chinese in southern part of San Francisco and northern San Mateo County, as demonstrated by our two clinics in the area.

Chinese Hospital will continue to support the community physicians and be a valued resource in the City for the Asian population. Chinese Hospital opened its Support Health Services clinic in Chinatown, in 2008. Staffed by a nurse practitioner (NP), the clinic helps manage patients, in our community, with chronic disease at no cost, with aim to promote effective chronic disease self-management. The clinic also offers management in diabetes, nutritional consult, hypertension, women's health, and anticoagulation therapy. The Support Health Services, along with the satellite clinics also provide a comprehensive immunization program to meet the need of the community, such as childhood immunizations, Hepatitis B, Tdap and Influenza & Pneumococcal vaccination.

The leadership for charity care at Chinese Hospital starts with our Chief Executive Officer, Dr. Jian Zhang, serves on several non-profit boards as a member of Board of Directors and is an active member of the Chinese community Cardiac Council, American Hospital Association (she serves a voice to provide care and education for ethnic groups and their health disparities), the San Francisco Health Authority Board, NIOS Chinese Health Coalition, San Francisco Health Improvement Partnership and the Chinese Community Health Resource Center. Many hospital staff members are also active on health coalition boards: such as, AANCART (Asian American Network for Cancer Awareness, Research and Training), Asian Alliance against Domestic Violence, San Francisco Hepatitis B Free campaign, San Francisco Bay Area American Diabetic Association Board, and the Community Advisory Board of the UCSF Helen Diller Family Comprehensive Cancer Center and Center on Aging in Diverse Communities of UCSF, SF CAN, to name a few.

The Community Benefit Plan for 2017 will summarize Chinese Hospital's objectives and the plan for community health outreach projects for 2018.

II. CHINESE HOSPITAL'S SUMMARY 2017 OBJECTIVES

The following table summarizes Chinese Hospital's 2017 objectives and outcomes.

GOAL 1: ENHANCE ACCESS TO CULTURALLY COMPETENT SERVICES AND ADVOCACY FOR THE PROVISION OF SERVICES FOR VULNERABLE CHINESE POPULATIONS.	
<i>Objective 1: Continue to offer culturally relevant classes and individual patient counseling through the Chinese Community Health Resource Center, Sunset Health Services, Excelsior Health Services and Gellert (Daly City) Health Services and Support Health Services.</i>	
Objectives	Outcome Activities to Meet the Objectives
1.1 Provide educational sessions & information on health-related topics.	<ul style="list-style-type: none"> • CCHRC, SHS, EHS, DCHS and Support Health Services provided approximately 868 educational sessions on 38 health related topics with over 1915 participants. • Provided health information over 100 different topics through CCHRC's websites (www.cchrchealth.org, www.teensincharge.org). Both websites have received 246,073 site visits. • Developed bilingual pamphlets (over 12) and videos (4) on various health topics through CCHRC.
1.2 Provide individual counseling sessions related to chronic diseases.	<ul style="list-style-type: none"> • CCHRC provided about 18 individual counseling sessions on nutrition and various chronic diseases.
1.3 Provide individual nutritional counseling sessions.	

Objective 2: Provide culturally relevant health educational materials at community health fairs.

Objectives	Outcome Activities to Meet the Objectives
2.1 Coordinate efforts to participate in community sponsored health and street fairs.	<p>Chinese Hospital participated in:</p> <ul style="list-style-type: none"> • Chinese New Year Community Street Fair in February 2017 • Chinese New Year Flower Market Fair in February 2017. • Chinatown Community Fair, TNDC Tenderloin Fair with over 500 participants combined. • Ongoing Chinese Hospital Hepatitis B Vaccination Program provides free screening for Hepatitis B, education, vaccination and referrals as needed. The program is a seamless program, provides completed service for individuals or groups who are looking for information on Hepatitis B. In 2017, we provided awareness and education to over 300 individuals and 100 businesses, partnering with SF Hep B Free campaign.

Objective 3: Continue to meet with the community organizations to develop solutions to Health and Human Issues identified through the needs assessment Activities

Objectives	Outcome Activities to Meet the Objectives
3.1 Continue provision of the Cancer Information Center.	<ul style="list-style-type: none"> • CCHRC continues to provide cancer and other health related resources to the community through its patient navigation program which resulted 1198 visits in 2017.
3.2 Continue participation on the Alliance Against Asian Domestic Violence.	<ul style="list-style-type: none"> • The Alliance Against Asian Domestic Violence continues to meet monthly to plan for activities related to violence prevention within the Asian community including a providers' conference which is anticipated to be held in 2019.

<p>3.3 Continue participation on the Chinese Community Cardiac Care Council</p> <p>3.4 Continue participation in the Breast Exam programs sponsored by the California Department of Health Services.</p> <p>3.5 Continue participation in the citywide influenza prevention program sponsored by the Chinese Community Health Plan (CCHP).</p> <p>3.6 Collaboration with NICOS Board of Directors to implement recommendations from Chinese Community Health Agenda to improve healthcare access and promote preventative care</p> <p>3.7 Collaborate with Department of Public Health and the SF Hep B Free campaign to offer education, screening and Hepatitis B and A vaccinations to patients at risk in the community. We will continue to cover those who are without insurance or are underinsured.</p> <p>3.8 Collaborate with Chinatown Public Health Center to provide annual abdominal ultrasound studies for identified Hepatitis B carriers.</p>	<ul style="list-style-type: none"> • Chinese Hospital Staff continues to participate on the Chinese Community Cardiac Council of the American Heart Association, which meets quarterly. • 2 individuals participated in the Breast Exam program in 2017. • Continues to support awareness and education for the community. • Chinese Hospital and its community clinics, in collaboration with CCHP, vaccinated over 45 individuals for the flu. • Ongoing collaboration toward community wellness and prevention • Continues to support the City and community surrounding Hepatitis B. • 241 abdominal ultrasounds were performed under this program.
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3.9 Collaborate with San Francisco Department of Public Health and NICOS on Chinatown Children's Oral Health. Providing awareness and education regarding Dental Home, oral care, and in-service healthcare providers fluoride application to pediatric population.	<ul style="list-style-type: none"> Continues Children's Oral Health Campaign, providing awareness and education about oral hygiene to prevent dental carries and improve parents' Dental IQ; educating pediatricians in Chinatown on how to identify dental carries and apply dental varnish to help prevent carries.
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Objective 4: Continue efforts to provide alternative services to meet the cultural needs of the Chinese Community.

Objectives	Outcome Activities to Meet the Objectives
4.1 Continue to offer complementary medicine at the Sunset, Daly City, Excelsior, Gellert Health Services, Chinese Hospital Outpatient Center, and East-West Health Services.	<ul style="list-style-type: none"> 498 participants received chair massage services.
4.2 Develop a new program for Chinese Hospital's manage care population on Holistic Health and Wellness	<ul style="list-style-type: none"> CCHRC made available an online video on Traditional and Complementary Medicine free to all users (www.cchrchelath.org).

Objective5: Continue efforts to provide educational opportunities to students of Chinese descent from the high school level to medical students in the healthcare field.

Objectives	Outcome Activities to Meet the Objectives
5.1 Increase awareness of and participation in Chinese Hospital's Stepping Stones Program.	<ul style="list-style-type: none"> In 2017, 1483 hours were logged by 33 student volunteers

GOAL 2: CHINESE HOSPITAL WILL PARTICIPATE WITH OTHERS IN EFFORTS TO IMPROVE THE QUALITY OF LIFE FOR CHINATOWN RESIDENTS AND THE CHINESE POPULATION WITHIN SAN FRANCISCO.

Objective 1: Continue to provide leadership in the management of the Chinatown Disaster Preparedness Committee.

Objectives	Outcome Activities to Meet the Objectives
1.1 Continue to support efforts of the Chinatown Disaster Preparedness Committee by participating in one community disaster drill.	<ul style="list-style-type: none"> • In collaboration with NICOS, continue to support the Chinatown Disaster Response Plan • Revised and implemented the Chinatown Disaster Response Plan • In-service to the community partners • Assessment of Disaster Preparedness of several non-profit organizations: i.e. Self-Help for the Elderly, Wu Yee Children's Services, Northeast Medical Center and Chinese Community Development Center • Organized the disaster response of some of the Single Room Organization's • Participated in community disaster drills.

Objective 2: Support NICOS Chinese Health Coalition to address problem gambling in Chinatown

Objectives	Outcome Activities to Meet the Objectives
2.1 Support NICOS Chinese Health Coalition's efforts to reduce gambling problems.	<ul style="list-style-type: none"> • Continues to support NICOS Chinese Health Coalition's efforts to reduce gambling problems

GOAL 3: CHINESE HOSPITAL WILL WORK TO REDUCE DISEASE SPECIFIC MORBIDITY AND MORTALITY RATES FOR THE CHINESE POPULATION

Objective 1. Continue to address issues related to cardiovascular disease in the Chinese population.

Objectives	Outcome Activities to Meet the Objectives
<p>1.1 Continue to provide educational sessions relating to Healthy Heart, Congestive Heart Failure, Cholesterol and Healthy Eating and Blood Pressure reduction through the Chinese Community Health Resource Center and in conjunction with the Chinese Community Cardiac Council.</p> <p>1.2 Continue to participate with the American Heart Association (AHA) in strategic planning related to cardiovascular disease (CAD) in the Chinese Community.</p>	<ul style="list-style-type: none"> Continues to provide health education programs related to various chronic diseases. 22 educational sessions were conducted with 296 participants in 2017. Continue to participate in meeting with AHA. Continue to develop and disseminate bilingual information related to CAD through CCHRC and Chinese Hospital Community Clinics.

Objective 2: Continue to address issues related to cancer in the Chinese population.

Objectives	Outcome Activities to Meet the Objectives
<p>2.1 Continue to provide educational sessions regarding cancer through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics.</p> <p>2.2 Continue to provide culturally relevant public service/radio announcements on health issues.</p>	<ul style="list-style-type: none"> Continues to provide health education programs related to cancer and cancer prevention. Provided 22 educational classes related to cancer, with 273 participants in 2017. CCHRC's Executive Director Serves as the co-chair of the community advisory board, UCSF Helen Dillard Family Comprehensive Cancer Center Approximately 40 hours of radio talk shows.

Objective 3: Continue to address issues related to diabetes in the Chinese population.

Objectives	Outcome Activities to Meet the Objectives
3.1 Continue to provide educational and screening sessions on Diabetes through the Chinese Community Health Resource Center, Chinese Hospital Support Services, Excelsior, Daly City, Sunset and Gellert Health Services.	<ul style="list-style-type: none"> • Over 195 participants were educated through 35 educational sessions. • Over 217 screenings were provided to individuals through the Chinese Hospital Support Services and Community Clinics.

Objective 4: Continue to address issues related to tuberculosis in the Chinese population.

Objectives	Outcome Activities to Meet the Objectives
4.1 Continue to implement the City and County of San Francisco Public Health protocols regarding screening for TB and treatment of person with TB.	<ul style="list-style-type: none"> • Chinese Hospital continues to work with the city of San Francisco related Tuberculosis exposure: 2 active TB cases identified and referred to the Public Health Department from 37 screenings.
4.2 Continue to distribute educational materials regarding TB through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics.	<ul style="list-style-type: none"> • CCHRC's Wellness library houses books, brochures and material on many health issues, including TB, and are available at no cost to the community. The library received 1921 visits in 2017.

Objective 5: Continue to address issues related to asthma in the Chinese population.

Objectives	Outcome Activities to Meet the Objectives
5.1 Continue to provide educational sessions related to Asthma through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics.	<ul style="list-style-type: none"> • East West Health Services offered 4 educational sessions on Asthma and Acupuncture.

III. CHINESE HOSPITAL'S 2018 COMMUNITY BENEFIT PLAN: GOALS AND OBJECTIVES

INTRODUCTION

Chinese Hospital's program needs assessment process involves surveys of program participants, community members including agencies and providers, Chinese Community Health Plan members and providers, and Chinese Hospital patients and staff. Survey respondents are asked for program topics or issues that they would like to be addressed. A review of health trends and local community needs based on health statistics is also done. Topic suggestions are sent Chinese Hospital Community Clinics and the Chinese Community Health Resource Center Advisory Committee. Topics are then discussed and prioritized for implementation or non-implementation.

Following the completion of the needs assessment process, Chinese Hospital develops community benefit goals and objectives. The goals are intended to direct the Hospital's community benefit activities over the next year. The objectives listed below are for the year 2018.

Three community benefit goals have been adopted for Chinese Hospital:

GOAL 1: CHINESE HOSPITAL WILL CONTINUE TO WORK ON ENHANCING ACCESS TO CULTURALLY COMPETENT SERVICES AND ADVOCACY FOR THE PROVISION OF SERVICES FOR THE VULNERABLE CHINESE POPULATIONS.

Rationale for Selection: This goal was selected based upon the mission of Chinese Hospital and the identified needs of the Chinese community within San Francisco. The community needs assessment process revealed a need for increased emphasis on health education regarding prevention services and how to access those services, particularly for recent immigrant and monolingual populations. The Chinese community is under-utilizing preventative health care services because of lack of access to services due to no insurance, cultural and linguistic barriers as well as a lack of knowledge regarding the need for preventative health care.

Chinese Hospital is also committed to increasing access to culturally competent health services for all Chinese individuals, with a particular emphasis on the vulnerable populations. It has worked to increase access to culturally competent health plans through the expansion of its Chinese Community Health Plan to community members with a lower social economic status. Chinese Hospital has also worked to increase health insurance coverage for uninsured by participating in Healthy San Francisco and San Francisco Health Plan. Chinese Hospital is committed to continue in maintaining these efforts over the next year and beyond.

Target Population and Needs to Be Addressed

All Chinese residents of San Francisco with a particular emphasis on those persons who are mono-lingual Chinese speaking, or have limited English proficiency.

Collaborative Partners

Collaborative partners for these activities include Chinese Community Health Resource Center(CCHRC), NICOS Chinese Health Coalition, the Asian Alliance Against Domestic Violence, the Chinese Community Cardiac Council, the State of California Department of Health Services, Network for a Healthy California-Chinese Project, San Francisco Health Improvement Partnership (SFHIP) and other community based organizations.

2018 Measurable Objectives and Milestones

Four objectives have been developed regarding enhancing access and increasing knowledge of preventative health services for the year of 2018.

- ***Objective 1: Continue to offer culturally relevant health education programs and individual patient counseling through the Chinese Community Health Resource Center and Chinese Hospital Outpatient Center/Clinics.***

Objective 1-1: Continue to provide educational programs on health related topics.

Objective 1-2: Continue to provide individual counseling sessions related to chronic diseases.

- ***Objective 2: Continue to provide culturally relevant health educational information through community health fairs, websites, media and CCHRC's Wellness Library.***

Objective 2-1: Continue efforts to participate in community sponsored health fairs.

Objective 2-2: Continue to provide educational information through CCHRC's and Chinese Hospital's websites.

Objective 2-3: Continue to provide educational information through media.

Objective 2-4: Continue to provide educational information through CCHRC's Wellness Library.

- ***Objective 3: Continue to meet with community organizations to develop solutions to health related issues identified through needs assessment activities.***

Objective 3-1: Continue to partner with organizations in providing programs for patients and their families.

Objective 3-2: Continue to partner with the Asian Alliance Against Domestic Violence.

Objective 3-3: Continue to participate in the Chinese Community Cardiac Care Council.

Objective 3-4: Continue to participate in the citywide influenza prevention program sponsored by the Chinese Community Health Plan.

Objective 3-5: Continue to collaborate with NICOS Board of Directors to implement recommendations from the Chinese Community Health Agenda to improve health care access and promote preventative care.

Objective 3-6: Continue to collaborate with San Francisco Department of Public Health and NICOS on Chinatown Children's Oral Health. Providing awareness and education regarding Dental Home, oral care, and in-service healthcare providers fluoride application to pediatric population.

Objective 3-7: Continue to provide culturally relevant public service/radio announcements on health issues.

- ***Objective 4: Continue efforts to provide alternative services to meet the cultural needs of the Chinese Community.***

Objective 4-1: Continue to offer complementary medicine at the Sunset, Daly City, Excelsior, Gellert Health Services, Chinese Hospital Outpatient Center, and East–West Health Services.

Objective 4-2: Expand the current palliative care program at the Chinese Hospital Health Systems and its partners.

- ***Objective 5: Continue to provide internship opportunities to students of Chinese descent in the healthcare setting.***

Objective 5-1: Continue to increase awareness in Chinese Hospital's Student Internship Program.

Objective 5-2: Continue to provide internship opportunity for students to intern within the Chinese Hospital Health System.

GOAL 2: CHINESE HOSPITAL WILL PARTICIPATE WITH OTHERS IN EFFORTS TO IMPROVE DIASER PREPARDNESS FOR CHINATOWN RESIDENTS AND ADDRESS GAMBLING ISSUES IN THE ASIAN POPULATION WITHIN SAN FRANCISCO.

Rationale for Selection: The Community Assessment process identified gambling and disaster preparedness as neighborhood issues within Chinatown. Chinatown was identified as one of the eight most impoverished and overcrowded neighborhoods in San Francisco.

As a community leader in Chinatown and a major provider of health care services, Chinese Hospital also plays a primary role in disaster preparedness.

Target Population and Need to Be Addressed: Low-income residents in the Chinatown neighborhood and other neighborhood residents potentially at risk for a diminished quality of life.

Collaborative Partners: Chinese Hospital will continue to work with the NICOS Chinese Health Coalition, local Chinatown businesses and other community-based organizations to address issues in the Chinatown and other neighborhoods.

2018 Measurable Objectives and Milestones

- ***Objective 1: Continue to provide leadership in the management of the Chinatown Disaster Preparedness Committee.***

Objective 1-1: Continue to support efforts of the Chinatown Disaster Preparedness Committee by participating in at least one community disaster drill.

- ***Objective 2: Continue to support NICOS Chinese Health Coalition to address problem gambling in Chinatown.***

Objective 2-1: Continue to support NICOS Health Coalition efforts to reduce problem gambling.

GOAL 3: CHINESE HOSPITAL WILL WORK TO REDUCE DISEASE SPECIFIC MORBIDITY AND MORTALITY RATES FOR THE CHINESE POPULATION.

Rationale for Selection:

The 2015 NICOS Chinese Health Study revealed under-utilization of preventative health care services by the Chinese community. From the Building a Healthier San Francisco

website www.healthmattersinsf.org, ischemic heart disease is the leading cause of life lost in the Chinese community . The needs assessment process also identified cerebrovascular disease as the second leading cause of death for persons of Asian/Pacific Island descent within San Francisco. For both of these diseases, education can reduce the number of risk factors, lengthen life span and reduce related health care costs. Chinese Hospital's mission and vision statement direct the Hospital to actively participate in providing culturally competent and relevant educational programs and materials to the Chinese community. New in the assessment was the increase in liver cancer for the Chinese in San Francisco. Liver cancer is the tenth leading cause of death among the Asian/Pacific Islanders but was not among the top ten list for any other ethnic group. Tuberculosis remains a health care concern within the Chinese population. Asthma and diabetes are two chronic conditions requiring education and support services. Additionally, in the 2016 Chinese Hospital Community Health Needs Assessment identified low screening rates and smoking as areas of concern in the Chinese community.

Target Population and Need to Be Addressed

The target populations are Chinese in San Francisco potentially at risk for the major causes of morbidity and mortality within the Chinese community: heart disease, cancer, diabetes, tuberculosis, and asthma.

2018 Measurable Objectives and Milestones

- ***Objective 1: Continue to address issues related to cardiovascular disease in the Chinese population.***

Objective 1-1: Continue to provide educational sessions relating to cardiovascular diseases through the Chinese Community Health Resource Center and in conjunction with the Chinese Community Cardiac Council.

Objective 1-2: Continue to participate with the American Heart Association in strategic planning related to cardiovascular disease in the Chinese Community.

- ***Objective 2: Continue to address issues related to cancer in the Chinese population.***

Objective 2-1: Continue to provide educational programs related to cancer through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics.

Objective 2-2: Raise awareness on smoking and health by providing education on the risks of tobacco use and benefits of/tips on quitting.

Objective 2-3: Continue to provide cancer patient navigation program through the Chinese Community Health Resource Center.

- ***Objective 3: Continue to address issues related to diabetes in the Chinese population.***

Objective 3-1: Continue to provide educational programs related to diabetes prevention and management through the Chinese Community Health Resource Center, Chinese Hospital's Support Health Services, Daly City, Sunset and Excelsior Health Services.

Objective 3-2: Continue to provide screenings on diabetes through the Chinese Community Health Resource Center, Chinese Hospital's Support Health Services, Daly City, Sunset and Excelsior Health Services.

- ***Objective 4: Continue to address issues related to tuberculosis in the Chinese population.***

Objective 4-1: Continue to implement the City and County of San Francisco Public Health protocols regarding screening for TB and treatment of persons with TB.

Objective 4-2: Continue to distribute education materials regarding TB through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics.

- ***Objective 5: Continue to address issues related to asthma in the Chinese population.***

Objective 5-1: Continue to provide educational programs related to asthma through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics.

Objective 5-2: Continue to have educational information related to asthma management through the Chinese Community Health Resource Center and Chinese Hospital Health System websites.

- ***Objective 6: Improve low health screening rates in the Chinese community.***

Objective 6-1: Continue to raise awareness of screenings related to colorectal cancer, blood pressure, bone density, body mass index and blood sugar in the Chinese community.

Objective 6-2: Continue to provide screenings related to blood pressure, bone density, body mass index and blood sugar in the Chinese community.

IV. 2016 INVENTORY OF CHINESE HOSPITAL'S COMMUNITY BENEFIT SERVICES AND ACTIVITIES

Chinese Hospital's community benefit services include a broad array of services aimed at meeting the needs of the poor, vulnerable populations and the broader community. The following is a summary of current community benefit activities, organizations collaborating with Chinese Hospital in the provision of these programs, number of persons served and estimated unsponsored community benefit expenses associated with these activities during 2017.

A. Medical Care Services Provided

- A-1.** Unpaid Costs of Medi-Cal Program: Chinese Hospital provided care 4,162 to Medi-Cal inpatients and Medi-Cal outpatients in 2017. An estimated \$3,608,391 in total expenses generated by Medi-Cal patients exceeded the \$1,382,015 in payments received by the Medi-Cal Program, resulting in an unsponsored community expense of \$2,226,376. These program costs exclude the costs of Medi-Cal patients using treatment center services which are included in item A-3 below.
- A-2.** Traditional Charity Care: Chinese Hospital provided care to 250 persons unable to pay for their care. The estimated cost to treat these patients was \$481,834.
- A-3.** Treatment Center Services: Chinese Hospital provided emergency room care to 2,825 persons in 2017 in its 24-hour Treatment Center. The total estimated costs of providing emergency room services were \$3,158,541. The hospital received payments of \$1,336,922 for emergency room care, resulting in an unsponsored community benefit expense of \$1,821,619.

B. Other Benefits for the Broader Community

Chinese Hospital makes significant commitments in providing health education, prevention and support services for the broader Chinese community.

- B-1. Reduced Cost Immunization/Flu Vaccine Programs:** Chinese Hospital offered the general public reduced cost immunizations and no-cost flu vaccines. These programs served over 45 people and generated nearly \$972 in unsponsored community benefit expenses.
- B-2. Chinese Community Health Resource Center:** Chinese Hospital sponsors the Chinese Community Health Resource Center, a community-based organization providing bilingual health education services to the Chinese community. Programs of the Chinese Community Health Resource Center include health education classes (e.g., Allergies, Arthritis Management, Asthma, Blood Pressure, Cancer Awareness, Cholesterol, Colorectal Cancer, Coronary Artery Disease, COPD, Diabetes Management, Healthy Eating, Heart Failure, Incontinence, Injury

Prevention, Insomnia, Medication Management, Memory Improvement, Osteoporosis, Pain Management, Prostate Health, Rheumatoid Arthritis, Stress Management, Stroke Prevention, Urinary Incontinence, Prenatal & Child Health), chronic disease education management, health screenings, annual health day and fairs, on-site classes, cancer patient services, individual nutrition counseling, smoking cessation counseling, non-clinical social services, video-viewing program, The Wellness Library, and bilingual health education materials. The Center also makes community presentations and referrals to other agencies.

In 2017, there were over 5,131 in-person encounters and 246,073 web page views for health education through the Chinese Community Health Resource Center. In addition, Chinese Hospital donated \$200,000 for operating expenses to the Chinese Community Health Resource Center plus provided in-kind support services on IT, housekeeping, engineering, finance, human resources and duties related to serving as the President of CCHRC's Board of Directors. These in-kind support was estimated as unsponsored community benefit expense of more than \$70,000.

B-3. Anticoagulation Services: Chinese Hospital's Support Health Services provided free anticoagulation services to 28 seniors and community members. The number of total encounters was 102, and the unsponsored community benefit expense associated with these services was more than \$8,000.

C. Health Research, Education and Training Programs

C-1. Pharmacy Internship: Chinese Hospital hosts a Pharmacy Internship Program for 7 Pharmacy students from UCSF and UOP Pharmacy Schools. Total unsponsored community benefit expense of this program is \$11,124.

D. Other Quantifiable and Non-Quantifiable Benefits

Chinese Hospital's commitments to the community extend beyond the direct services it provides to the community.

Chinese Hospital's commitments to the community extend beyond the direct services it provides to the community.

D-1. Health Fair/Street Fair: Chinese Hospital participated in various Health Fairs/Street Fairs through the volunteer efforts of hospital staff members. At the fairs, health education materials were distributed to community members and free blood pressure tests were given. Over 2,000 individuals attended these Fairs, and the unsponsored community benefit associated with this effort was \$11,455.

D-2. Hospital Day: Chinese Hospital participated in Hospital Day through volunteer efforts of hospital staff members. Health related educational activities were

provided at this event, and the health screenings offered included Blood Glucose, Blood Pressure, Body Mass Index, Cholesterol, Osteoporosis, and Fecal Occult Blood Test. Over 80 employees attended in this annual event, cost of \$2,754.

Summary of Community Benefit Expenses						
Chinese Hospital						
FYE: 12/31/2017						
		Total Community Benefit			Un-sponsored Community	
		Expense at Cost		Direct	Benefit Expense at Cost	
			Percent of	Offsetting		Percent of
		Amount	Total Expenses	Revenue	Amount	Total Expenses
Benefits for the Poor and Vulnerable Populations:						
	Traditional Charity Care	\$481,834	0.4%	\$0	\$481,834	0.36%
	Unpaid Costs of Public Programs:					
	Medi-Cal	\$3,608,391	2.7%	\$1,382,015	\$2,226,376	1.65%
	Hospital Fee Program	\$4,294,203	3.2%	\$3,578,751	\$715,452	0.53%
	Nonbilled Community Benefit Services	\$18,904	0.0%	\$0	\$18,904	0.01%
Benefits for Broader Community:						
	Nonbilled Community Benefit Services	\$398,576	0.3%	\$0	\$398,576	0.30%
	Negative Margin Services	\$3,158,541	2.3%	\$1,336,922	\$1,821,619	1.35%
Health Education, Research and Training						
		\$11,124	0.0%	\$0	\$11,124	0.01%
Other Community Benefits						
		\$380,762	0.3%	\$0	\$380,762	0.28%
	Total Quantifiable Community Benefits	\$12,352,334	9.2%	\$6,297,688	\$6,054,646	4.50%
						\$134,545,502